



DED Contract Approval Process Kaizen Event Report Out

“CRO PIE”

March 1-5, 2010

The Opportunity

Bret Mills

The “CRO PIE” Team

Alice



Team Members

Alice

Team leader
Consultant
Members

Marcia Tope, DHS
Mike Rohlf-Administration
Terry Roberson-Administration
Beth Balzer-Business Develop.
Cali Beals-Community Develop.
Karen Merrick-I&C
Gail Kotval-I&C
Mike Johansen-IT Systems
Laura Stein-Business Develop.
Alice Meyer-Community Develop.
Melanie Morgan-L&C
Kim Bentley-I&C
Paul Stueckradt-Compliance
Mike Colwell-BIZ
Cheryl Christie-IDPH
Kelley Myers-DNR



Scope

Beth

- **This event will address the Department Contract Approval process from the award date to when the contract is executed (signed by the Director).**

Goals

Laura

1. Begin to collect, analyze and utilize feedback from the customer.
2. Contract reviewed in 30 days and executed within 90 days of award date if it involves negotiation.
3. Contract reviewed in 30 days and executed within 60 days of award date if it does not involve negotiation.
4. Reduce steps in the process by 75%.
5. Contract matches the source document 100% of the time.



Objectives

Melanie

1. Create an agency wide tracking system(know where the contract is at all times)
2. Improve customer satisfaction.
3. Identify adequate level of review of the process
4. Standardize contract format so it is easy to use and understand
5. Look at possibility of electronic contracts or automation of contracts
6. Create a survey mechanism for clients
7. Build trust in the team
8. Know the expectations of each role
9. Educate the team regarding contracts
10. Explore how much we can do with existing resources



Kaizen Methodology

Mike J.

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process

Terry



LEAN

State of Iowa
Continuous Improvement

Results-Old Process

Paul

	I&C & Dir	Board App	CDBG
Total Steps	156	160	76
Delays BC	43 days	49 days	18
Delay WC	362	674	248
Value Added Steps	2	2	2
Decisions	33	32	14
Loop Backs	14	14	8
Total Handoffs	38	38	33
Lead Time - Days	19 days	20 days	33 days

Brainstorming

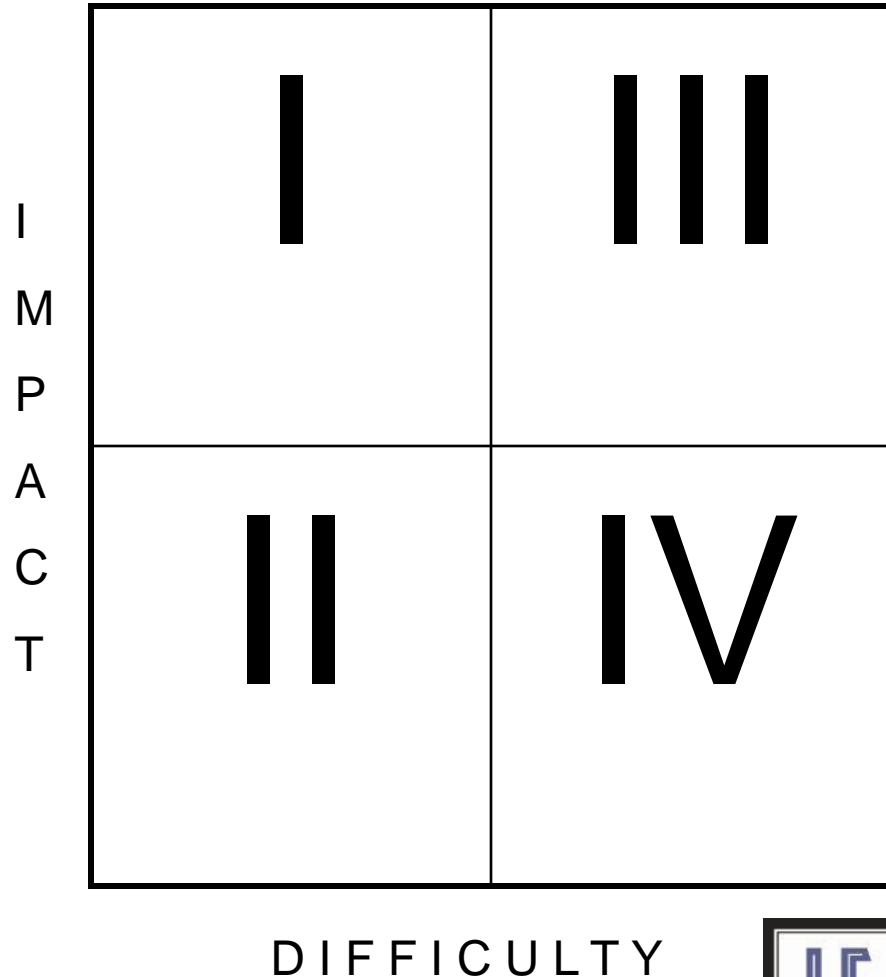
Gail

- Improving pre award preparation
 - Proactive vs. Reactive
- Communication-internal and external
- Consistency
- Electronic use of communication and data
- Training
- Product delivery and timing

De-selection Process

Kim

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Karen, Paul, Laura, Cali



Results-New Process

Paul

	I&C & Dir	Board App	CDBG
Total Steps	156- 43	160- 63	76- 43
Delays BC	43 days- 9	49 days- 9	18- 9
Delay WC	362- 45	674- 43	248- 145
Value Added Steps	2- 4	2- 4	2- 2
Decisions	33- 8	32- 8	14- 4
Loop Backs	14- 1	14- 1	8- 1
Total Handoffs	38- 8	38- 8	33- 17
Lead Time - Days	19 days- 6.5 days	20 days- 6.5 days	33 days- 30 days



Homework

Karen

Item	Item Description	Person Responsible	Due Date
1	Finish CRO sheet.	Mike J.	3-8-10
2	Award: Write congratulations email that will go to the customer. Be sure to include the Compliance person's name, link to Awardee Website, 120-day due date, award summary, explanation of when costs may be incurred (risk decision), acknowledgement of receipt, etc.	Kim (primary) and Laura	4-15-10
3	Award: Develop fictitious contract examples per program for use on the Awardee Website.	Karen (primary) and Melanie	4-15-10
4	Award: Develop Awardee Website, which will include FAQ, next steps, visual description of the process, fictitious contracts per program.	Mike J. (primary), Laura, Paul and Kim	4-26-10
5	Award: Review award email.	Legal Counsel (TBD)	5-24-10
6	Communicate the new process with external clients: webinar meeting with group identified by IDED.	Laura (primary), Beth and Karen	6-21-10
7	Training: IDED staff training for CDGB.	Cali	4-15-10

Homework

Karen

8	Training: IDED staff training for Finance, I&C and L&C together.	Paul (primary), Laura and Karen	4-20-10
9	Communication with the Board about new process during Director's update.	Bret	3-18-10
10	Contract: Evaluate and update shells by program area.	Legal Counsel – TBD (primary), Terry and Paul	5-24-10
11	Contract Packet: Update cover letter that accompanies contract to customer.	Melanie (primary) and Paul	4-15-10
13	Contract Packet: Review cover letter that accompanies contract to customer.	Legal Counsel (TBD)	5-24-10
14	Agency-wide tracking of contracts.	Mike J.	5-24-10

Team Member Experience

**Cali
Terry**

Comments

- **Mike Rohlf-DED**

**We welcome your
questions and comments!**

